

## Fleet Claims Administration Limited Complaints Handling Policy

CMR Authorisation Number - CMR 24362  
FCA Authorisation Number - 707356

### Our complaints policy

We are committed to providing a high-quality service to all of our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards and prevent us from making the same mistake twice.

If you have a complaint, please contact us with the details of this.

We have eight weeks to consider your complaint and if we have not resolved it within this time you may complain to the relevant Ombudsman service.

You can raise your complaint directly to us in any of the following ways;

**Telephone:** 01869 247788 (please choose the option most relevant to the nature of your complaint)

**Email:** [info@fleetclaims.co.uk](mailto:info@fleetclaims.co.uk)

### In writing (marked for the attention of the Claims Manager):

Fleet Claims Administration Limited  
Unit 2 Avonbury Business Park  
Howes Lane  
Bicester Oxford  
OX26 2UA

### What will happen next?

1. We will send you a letter or email acknowledging receipt of your complaint within five business days of receiving it.
2. We will then investigate your complaint fully and during this time we may need to contact you to gain some more information to assist in our investigation.
3. The outcome of our investigation will be communicated with you by email or letter within 8 weeks from the date of complaint being received.
4. If you are still not satisfied, you can then contact the relevant Ombudsman service about your complaint (details of the ombudsman services are below).
5. Normally, you will need to bring a complaint to the Ombudsman within six months of receiving a final written response from us about your complaint or within six years of the act or omission about which you are complaining occurring (or if outside of this period, within three years of when you should reasonably have been aware of it).
6. For complaints regarding personal injury claims or for further information, you should contact the Legal Ombudsman in one of the following ways:

**In writing:**

Legal Ombudsman,  
PO Box 6806,  
Wolverhampton  
WV1 9WJ

**Email:** [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk).

**Telephone:** 0300 555 0333

You can also visit their website, [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk) for further information.

For complaints regarding financial transactions or for further information, you should contact the Financial Ombudsman in one of the following ways:

**In writing:**

The Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR

**Online:**

<https://help.financial-ombudsman.org.uk/help>

**Telephone:**

0300 123 9 123

You can also visit their website, [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk) for further information.